

## **Web E-Government Best Practices:**

- Best Practice 1.** The Web/E-Government Domain has dependencies with the [Application Domain](#). Please utilize both sets of standards when creating any website or application that will be available online.
- Best Practice 2.** "DoIT Payment Service" must be used by State agencies when developing websites and/or applications that need to process Credit Card transactions. This payment service uses PayPal Payflow Pro API to communicate with PayPal, the secure commercial Credit Card processing tool.
- Best Practice 3.** The use of Adobe Flash is limited to only creating animated introductions and features on existing websites and for video. Flash cannot be used to develop interactive websites or applications. Special consideration should be given to ensure accessibility of any Flash content.
- Best Practice 4.** Within this domain, Web Browser standards are set for development, testing, and production. These are the minimum web browser requirements that websites and web applications being created for state business should function within.
- Best Practice 5.** It is the policy of the State of Connecticut to ensure that people with hearing, visual and other disabilities have equal access to public information that is available on the Internet and the Web to ensure access.
- Best Practice 6.** Federal Rehabilitation Act Section 508 standards must be incorporated on state funded websites.
- Best Practice 7.** It is the direct responsibility of the agency and its web page developers to become familiar with [the guidelines for achieving universal accessibility](#) and to apply these principles in designing and creating any official State of Connecticut Website.
- Best Practice 8.** Testing tools should be used to validate a site's adherence to Section 508. Recommended tools are available at: <http://www.access.state.ct.us/tools.html>.
- Best Practice 9.** CT.gov "branding standards for new websites or applications is available at the end of this document. ([See Figure A - C](#)).
- Best Practice 10.** Agencies should review the [CT.gov Website Guidelines](#) for more details on home page content standards.
- Best Practice 11.** Data validation must be written into all online forms
- Best Practice 12.** A security assessment should be performed on all new websites and applications that collect information or were developed in a

programming language. (Refer to [Security Domain Document](#) and [Application Domain Document](#)).

- Best Practice 13.** All websites and applications should have a valid privacy policy that meets the requirements of the application or website where it resides. CT.gov policy can be used or modified as needed to ensure policy compliance. (Refer to [Application Domain Document](#)).
- Best Practice 14.** All applicable policies should be reviewed prior to creating any new websites and applications (including social networking websites) (Refer to the [State of Connecticut Policies Relevant to this Domain](#)).
- Best Practice 15.** Content on websites and applications should be reviewed, at a minimum, on an annual basis. Outdated content should be removed or modified.
- Best Practice 16.** Content no longer needed should be deleted from web servers. Web servers should not be used for archive purposes. All content that needs to be saved and stored for record retention should be housed locally at the agency.
- Best Practice 17.** Websites that are no longer being used must be taken offline and the domain name should be redirected to an active website.